



Service/FOH Manager

The Woodlands Club is located in Falmouth, ME, just minutes from downtown Portland. The Woodlands Club offers year-round amenities that distinguish us from any other private club in Maine. Paired with our numerous amenities, we have an experienced and knowledgeable staff, ensuring our members receive the highest level of service while utilizing our facility.

Our restaurant has a variety of menu items that often reflect the local offerings, and when summer ends, our members can be found enjoying live music in the lounge on Friday nights. The Woodlands Club truly is a club for all seasons.

JOB SUMMARY: Service Manager reports directly to the General Manager and is responsible for helping execute all front of house operations. This hands-on and highly visible position will include working with Beverage manager, Chef and Banquets department to ensure a high level of service to our membership. The candidate should expect to be available for flexible scheduling, including holidays and weekends.

CANDIDATE QUALIFICATIONS:

- Excellent interpersonal and communication skills.
- Candidates should be highly organized, self-motivated, passionate in personnel development, prideful in achieving high level member services and experiences, comfortable with achieving deadlines and goals, and capable of using technology and software to manage the business.
- A passion for leadership and the ability to build a service team through training and coaching is critical
- Ability to provide excellence when it comes to member satisfaction
- Minimum 3 years of experience in food and beverage management, including banquet service for events, preferably in a private club setting
- Knowledge of food and beverage cost control procedures
- Technical literacy including the use of Outlook, Excel, Word, Publisher and point of sale system Jonas .

JOB DUTIES:

- Ensure a high level of service and consistency throughout the F&B operations
- Recruit/train and develop a team of talented servers and bus staff
- Ensuring all side work is assigned and completed accurately
- Lead by example and support a harmonious, team-oriented working environment
- Coordinate daily pre-meal meetings with staff

- Assist with event setup and management when needed
- Assist staff as needed to maintain a quick execution of service
- Able to handle all opening and closing procedures, including end of day reports
- Practice proper sanitation procedures
- Greeting and/or seating our members as they enter our dining rooms
- Maintain and update POS system with menu changes and daily specials
- Report feedback and member comments back to management team
- Other duties as required

Compensation:

\$45,000 - \$55,000

We offer medical, dental and 401K plan.

Position is available immediately.

Please send your resume to:

C. Robert Schlingmann, CCM, CCE

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